

**Job Class Profile: Victim Services Coordinator****Pay Level: CG-40 Point Band: 916-949**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	3	4	6	6	5	4	3	
Points	280	100	19	19	180	130	103	86	32	949

**JOB SUMMARY**

The Victim Services Coordinator performs professional work in the regional delivery and coordination of services and support to meet the needs of crime victims involved in the criminal justice system. This includes the provision of education and information services, crisis intervention services, short-term counselling and emotional support. May operate sole-charge offices which includes administrative and supervisory responsibilities.

**Key and Periodic Activities:**

- Provides short-term counseling, emotional support and crisis intervention to traumatized victims of crime, particularly those victimized by violent personal injury offences. Conducts psychosocial assessments on victims through home visits and office interviews to determine comprehensive and coordinated case plans; reviews and modifies these plans as clients' needs change; refers traumatized victims to relevant community agencies for long-term therapeutic intervention or other assistance as required.
- Delivers public legal information services, through personal interviews and distribution of relevant literature. Conducts individual and group pre-court preparation sessions outlining the fundamental elements of the criminal justice system so that victims are better informed, enabled to provide witness testimony if required and participate more meaningfully in the process. Advises victims regarding the particular developments of the case.
- Implements a coordinating information sharing strategy with corrections personnel by providing sentencing and offender review and/or release of information to the victim.
- Arranges and facilitates meetings with the Victim Liaison Officer from the correctional centers for the purpose of training and development in victimology as well as ensuring a coordinated and quality response to victims from a divisional perspective.
- Assumes responsibility for the coordination of the Victim Impact Statement Program through providing program information to individual victims, conducting risk/benefit analysis in individual cases and ensuring all relevant documentation is prepared and filed in accordance with program court standards.
- Coordinates the Victims' Legal Fund Program with crown attorney; conducts assessment and determines eligibility for victims to access independent legal counsel; makes recommendations for approval.
- Conducts assessments and determines appropriate referrals to the Professional Services Program for private intensive therapeutic counseling services for victims.
- Establishes and maintains an ongoing victim services support network by maintaining ongoing liaison with relevant criminal justice and community agencies; provides consultation and case conferencing services to other professionals to foster a coordinated and informed response to

**Key and Periodic Activities:**

- victims which does not compromise criminal justice proceedings.
- Establishes and maintains a community based Victim Services Advisory Committee and represents victim services on various other local and regional committees. Develops and delivers public and professional education sessions and workshops on victimology and related issues. Recruits, trains and supervises Victim Services Assistants. Supervises clerical support staff.
- Operates a sole charge office, where necessary, which includes interpretation of departmental regulations, policies and procedures.
- Participates in staff meetings, integrated case management meetings and inter-agency meetings as required.
- Participates in the development of new programs and services for victim services program.

**SKILL****Knowledge****General and Specific Knowledge:**

- Knowledge of victimology field.
- Knowledge of policies/procedures/ methodologies for assessment and counselling.
- Knowledge of general criminal justice field.
- Knowledge of community development and public education strategies.

**Formal Education and/or Certification(s):**

- Minimum: Undergraduate degree in human or behavioural sciences with a study/practice focus in counseling.

**Years of Experience:**

- Minimum: 3-5 years experience.

**Competencies:**

- Strong interviewing, counseling, communication (both oral and written) and organizational skills.
- Advocacy and facilitation skills.
- Computer skills including data entry, use of various software packages.
- Ability to conduct analysis and assessments.
- Creative problem solving techniques and crisis intervention skills to assist clients in addressing needs.

**Interpersonal Skills**

- A range of interpersonal skills are used to listen to information from other people, ask questions to get information, provide routine information and direction to others, communicate complex information to others, conduct formal interviews, gain cooperation of others to complete work, provide expert counselling/advice to others, deal with angry/upset people in person or on the telephone (victims of crimes), deliver public and professional education sessions and workshops; instruct/train victim services assistants; and facilitate meetings or sessions.
- The most significant contacts are: clients (victims) for counselling, emotional support and providing information; peers/coworkers to discuss/consult on cases, problems, unique cases, past experiences; employees within the justice department for case consultation and to coordinate information on behalf of victims.

- Examples of the use interpersonal/communications skills: conducting interviews to complete assessments; interviewing clients and others with regards to counselling, assessment, and supervision; developing working relationships with other facilities; facilitating group counselling sessions; advocating/liasing with community agencies to provide support to clients; communicating complex/specialized information and direction to others.

## EFFORT

### Physical Effort

- The demands of the job do not result in considerable fatigue requiring periods of rest.
- Required to sit for extended periods while interviewing clients, driving to home visits and using the computer to enter information, prepare reports, letters, etc. Freedom of movement normally exists except when interviewing and counselling clients.
- Required to stand for extended periods while delivering presentations/workshops and going to meetings and find themselves in awkward or cramped positions (bending, kneeling) when working with some children.
- Fine finger or precision work is required when using the computer and driving.

### Concentration

**Visual** concentration is required when conducting interviews and assessing clients, being aware of surroundings and safety routes when conducting home visits, visual attentiveness to safety of coworkers with upset clients, and when completing reports/documents.

**Auditory** concentration is required through attentiveness in interviews, telephone calls, court, and assessment of clients.

**Other sensory demands** include touch as required when comforting/nurturing victims of serious crimes.

**A higher than normal level of attentiveness** and carefulness is required when assessing clients especially traumatized clients to ensure their health and safety and to prevent any possible hazards from happening.

**Time pressures and deadlines** are inherent in relation to court dates, assessments, interviews and obtaining appropriate interventions for clients in critical need.

**Interruptions** generally include client demands, crisis situations, and unexpected visits to the office by the clients.

The need for **exact results and precision** is required when assessing clients and determining eligibility for programs/services.

### Complexity

- A series of tasks and activities that are different/unrelated and require a broad range of skills and diversity of knowledge including counselling, advocacy, development and delivery of presentations/workshops and administrative functions for sole charge offices and supervision of Victim Services Assistants.
- Problems/challenges vary. They may be well-defined with a limited number of solutions, may be addressed by following procedures or guidelines, may require definition of the problem and practical solutions found, or may require development of creative/complex solutions.
- Typical challenges/issues include conducting assessment and determining eligibility for victims to access independent legal counsel; conducting risk/benefit analysis in individual cases within the Victim Impact Statement Program; and determining whether traumatized victims require

more long-term therapeutic interventions or other assistance.

- Typical challenges/issues can be addressed through Victim Services Program Policy and Procedure Manual, departmental policies and procedures, research, court processes, peer consultation, and Program Manager.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are moderately prescribed and controlled. Expected to operate with a significant degree of professional autonomy in delivering services to clients and coordinating information, performing case assessment and management and developing intervention strategies. Work in sole-charge offices where they represent the Victim Services Program to the public and the professional community.
- Supervised by a Provincial Manager located in St. John's with supervision and case consultation provided by telephone with an annual visit to the region. The Manager conducts annual file audits as well as provides ongoing case consultation with feedback.
- Supervisory approval is required for purchasing supplies, staffing, travel and overtime.
- Coordinates the Victims' Legal Fund Program with crown attorney by conducting assessment and determining eligibility for victims to access independent legal counsel and makes recommendations for approval.
- Discretion and independence of action is required in determining when and how information is to be provided to the victim regarding developments of the case. Discretion and independence of action is required on a daily basis in the case management of clients including determination of needs, risks, and appropriate responses to these.

### Impact

- Impact on the immediate work area, within the department, inside and outside the organization, and on clients and general public. Additionally, impacts are felt directly on processes and systems (court system, victim services programs/services, and access to other professional services), information (related to court case), finances (recommending funding from programs/services to clients), health and safety (clients when in court and self when conducting home visits), and corporate image.
- Errors may result in extreme impact on health and safety of the victim if they do not receive proper counseling, support and services to help them get through the trauma. Improper or inaccurate information could result in undue stress to a victim and affecting their health and safety.
- Work must be in compliance with procedures and policies.
- Identification and resolution of consequences and/or errors are dependent upon the situation and timelines associated with this will vary.

### Development and Leadership of Others

- Typically responsible for supervision for a small size work group of employees (1 to 4).
- Other development and leadership responsibilities include recruiting, training and supervising Victim Services Assistants under the Victim Assistant Program.

## WORKING CONDITIONS

### Environmental Working Conditions

- Safety equipment is not required however safety precautions are required when conducting home visits (unfamiliar surroundings).
- There is limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, injury or occupational illness resulting in partial or total disability.
- Exposed to glare from computer, infectious diseases when dealing with clients and visiting homes, odours (poor hygiene of clients), dirt/filth in some homes, wet or slippery surfaces, awkward or confining spaces (homes), and physical dangers or threats.
- Exposure to adverse weather conditions from the requirement to travel for home visits, institutions or meetings also occurs. This also results in isolation while driving through large geographic areas.